

Consultation Questions

The answer boxes will expand as you type.

Procuring rail passenger services

1. What are the merits of offering the ScotRail franchise as a dual focus franchise and what services should be covered by the economic rail element, and what by the social rail element?

Q1 comments:

2. What should be the length of the contract for future franchises, and what factors lead you to this view?

Q2 comments: tend towards a longer contract to allow investment and return on capital

3. What risk support mechanism should be reflected within the franchise?

Q3 comments:

4. What, if any, profit share mechanism should apply within the franchise?

Q4 comments: negotiable

5. Under what terms should third parties be involved in the operation of passenger rail services?

Q5 comments:

6. What is the best way to structure and incentivise the achievement of outcome measures whilst ensuring value for money?

Q6 comments:

7. What level of performance bond and/or parent company guarantees are appropriate?

Q7 comments:

8. What sanctions should be used to ensure the franchisee fulfils its franchise commitments?

Q8 comments:

Achieving reliability, performance and service quality

9. Under the franchise, should we incentivise good performance or only penalise poor performance?

Q9 comments:

10. Should the performance regime be aligned with actual routes or service groups, or should there be one system for the whole of Scotland?

Q10 comments:

11. How can we make the performance regime more aligned with passenger issues?

Q11 comments:

12. What should the balance be between journey times and performance?

Q12 comments:

13. Is a Service Quality Incentive Regime required? And if so should it cover all aspects of stations and service delivery, or just those being managed through the franchise?

Q13 comments:

14. What other mechanisms could be used for assessing train and station quality?

Q14 comments:

Scottish train services

15. Can better use be made of existing train capacity, such as increasing the permitted standing time beyond the limit of 10 minutes or increasing the capacity limit? What is an acceptable limit for standing times on rail services?

Q15 comments: The West Highland Line (Glasgow to Fort William and Oban) is too slow.

16. Should the number of services making use of interchange stations (both rail to rail and rail to other modes) be increased to reduce the number of direct services? What would be the opportunities and challenges of this?

Q16 comments:

17. Should Government direct aspects of service provision such as frequency and journey time, or would these be better determined by the franchisee based on customer demand?

Q17 comments:

18. What level of contract specification should we use for the next ScotRail franchise?

Q18 comments:

19. How should the contract incentivise the franchisee to be innovative in the provision of services?

Q19 comments:

Scottish rail fares

20. What should be the rationale for, and purpose of, our fares policy?

Q20 comments:

21. What fares should be regulated by government and what should be set on a commercial basis? Do your recommendations change by geographic area (the Strathclyde area example), or by type of journey (for example suburban or intercity)?

Q21 comments:

22. How should we achieve a balance between the taxpayer subsidy and passenger revenue contributions in funding the Scottish rail network? At what rate should fares be increased, and how feasible would it be to apply higher increases to Sections of the network which have recently been enhanced?

Q22 comments:

23. What should the difference be between peak and off-peak fares? Will this help encourage people to switch to travelling in the off-peak?

Q23 comments:

Scottish stations

24. How should we determine what rail stations are required and where, including whether a station should be closed?

Q24 comments: 1. Why or why is there not a railway halt at the bottom of the Nevis Ski range? 2. The integrated transport arrangements Northbound from Edinburgh Airport should be improved.

25. What are the merits or issues that arise from a third party (such as a local authority or local business) being able to propose, promote and fund a station or service?

Q25 comments:

26. Should only one organisation be responsible for the management and maintenance of stations? If this was the franchisee how should that responsibility be structured in terms of leasing, investment, and issues relating to residual capital value?

Q26 comments:

27. How can local communities be encouraged to support their local station?

Q27 comments:

28. What categories of station should be designated and what facilities should be available at each category of station?

Q28 comments:

Cross-border services

29. Should cross-border services continue to go north of Edinburgh? In operating alongside ScotRail services, how do cross-border services benefit passengers and taxpayers? And who should specify these services, the Department of Transport or the Scottish Ministers?

Q29 comments:

30. Or should the cross-border services terminate at Edinburgh Waverley, allowing opportunities for Scottish connections? And if so, what additional benefits would accrue from having an Edinburgh Hub?

Q30 comments:

Rolling stock

31. What alternative strategies or mechanisms could be used to reduce the cost of the provision of rolling stock?

Q31 comments: The re-design of the lounge car on the sleeper services was a total waste of money. People prefer the traditional tables (seating 4). They are not only more comfortable (and sociable), they provide more seats, and of course table space for drinks or plates. The new arrangements deter people from eating (and drinking) because of the shortage of table space. One of the (6) tables is often reserved by the staff for their own use. How about an observation car on the scenic routes?

32. What facilities should be present on a train and to what extent should these facilities vary according to the route served?

Q32 comments: The food quality on the sleeper services is reasonably priced, but of poor quality. You could offer a choice of Marks and Spencer food, with a £3 supplement for heating and service.

Passengers – information, security and services

33. How should we prioritise investment for mobile phone provision and / or Wi-Fi type high-bandwidth services?

Q33 comments: Airlines have it at vast expense and is never used. Greenline coaches have it for free.

34. How should we balance the need for additional seating capacity and retain the flexibility of a franchisee to offer first-class services if commercially viable?

Q34 comments:

35. What issues and evidence should be considered prior to determining whether or not to ban the consumption of alcohol on trains?

Q35 comments: Social drinking is part of an enjoyable train journey

36. How can the provision of travel information for passengers be further improved?

Q36 comments:

Caledonian Sleeper

37. Should we continue to specify sleeper services, or should this be a purely commercial matter for a train operating company?

Q37 comments: If it was purely commercial they would cease. When China (for example) is expanding massively long-distance overnight train services, and we already have the lines built it would be totally moronic to reduce them

38. Should the Caledonian Sleeper services be contracted for separately from the main ScotRail franchise? Or should it be an option for within the main ScotRail franchise?

Q38 comments: Within the main franchise would give economies of scale, and (like now) efficient use of staff.

39. We would be interested in your views in the level and type of service that the Caledonian Sleeper Services should provide. Including:

- What is the appeal of the Caledonian Sleeper Service, and if there were more early and late trains would the appeal of the sleeper services change?
- What is the value of sleeper services to Fort William, Inverness and Aberdeen and are these the correct destinations, for example would Oban provide better connectivity?
- What facilities should the sleeper services provide and would you pay more for better facilities?

Q39 comments:

1. The ability to travel without using waking time.
2. Punctual and reliable schedules that cannot be achieved by road travel.
3. The arrival times south of Newtonmore are very early, and the departure times (on a cold winter's night) are very late.
4. Fort William is exactly the correct destination. There are no alternative travel means to Fort William, no airport, no motorway, and by road it is a really long way to Glasgow. Also, it links in perfectly with onward transport to Mallaig and beyond.
- 5 A slightly later Calmac schedule from Mallaig to the Small Isles should tie in with the train arrival from London.
6. There is a case for having an integrated timetable (with Bus or shuttle train) from Crianlarich to Oban to link in with the Calmac schedules.
- 7 You have the same capacity on the Fort William line throughout the year...but the demand varies from Winter to Summer and increases during all Holidays. More flexibility and increasing capacity at busy periods. The sleeper service from EDI to Fort William seems overstaffed. Surely the job of the day carriage conductor could be assumed by one of the others?
8. We don't need better facilities as such, because most of the time we are asleep. Of course,

we would be happy with wider beds, quieter wheels, less jerking at stops, more tabled seating in the lounge cars. Most of those can be achieved without more expense. If it got more expensive we should be driving more often. Some staff are charming...and others are the total opposite...as if the service is designed for the staff and not the passengers.

Environmental issues

40. What environmental key performance indicators should we consider for inclusion in the franchise agreement or the High Level Output Specification?

Q40 comments: